



Jordan River Moving & Storage Household Goods Tariff SC 2022



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Table of Contents

ITEM 01 - APPLICATION OF TARIFF	2
ITEM 02 - DEFINITIONS	2
ITEM 03 - REFUSAL TO PROVIDE SERVICE, PICK UP SHIPMENT OR DELIVER SHIPMENT.....	4
ITEM 04 - DELIVERY TO OR FROM A WAREHOUSE	5
ITEM 05 - DELIVERY TIME AND MEANS	5
ITEM 06 - STORAGE WHEN DELIVERY CANNOT BE MADE	5
ITEM 07 - DISPOSITION OF UNCLAIMED GOODS.....	6
ITEM 08 - MISCELLANEOUS SERVICES	6
ITEM 09 - APPLIANCE SERVICE.....	6
ITEM 10 - HEAVY OR BULKY ITEMS.....	7
ITEM 11 - LONG CARRY CHARGES	8
ITEM 12 - STAIRS OR ELEVATORS	8
ITEM 13 - CUSTOMER-PACKED GOODS	9
ITEM 14 - CONTAINER PRICES	9
ITEM 15 - PAYMENT OF CHARGES	10
ITEM 16 - ESTIMATES.....	11
ITEM 17 - CARRIER LIABILITY FOR HOUSEHOLD GOODS AND CUSTOMER VALUATION OPTIONS	11
ITEM 18 - STORAGE	15
ITEM 19 - HOLIDAYS	19
ITEM 20 - DISCOUNTS.....	19
ITEM 21 - GENERAL APPLICATION OF RATES FOR LONG DISTANCE	20
(MILEAGE-RATED) MOVES.....	20
ITEM 22 - WEIGHT OF SHIPMENT	20
ITEM 23 DELAY OF SHIPMENTS FOR AVAILABILITY	21
ITEM 24 - ADDITIONAL STOPS	22
ITEM 25 - REWEIGHING	23
ITEM 26 - WAITING TIME.....	23
ITEM 27 - MILEAGE RATES	23
ITEM 28 - GENERAL APPLICATION OF RATES FOR LOCAL (HOURLY-RATED) MOVES	25
ITEM 29 - HOURLY RATES	25
Exhibit #1	26

Section 1

General Application

Rates, Rules and Charges Shown in This Section Apply on All Shipments

ITEM 01 - APPLICATION OF TARIFF

This tariff applies to the transportation of household goods within the state of South Carolina. Every household goods carrier must develop, establish and maintain policies, processes and procedures that ensure it complies with all rates, charges, terms, conditions and directions contained in this tariff.

ITEM 02 - DEFINITIONS

Accessorial Service: Any service provided by a household goods carrier that supplements, or is incidental to, the transportation of household goods. Examples include, but are not limited to, packing, unpacking, wrapping or protecting portions of the shipment or providing special equipment or services such as hoisting.

Article or Item: One unit of property, whether in a single piece (set up) or taken apart (knocked down) into its component parts. For example, a table and legs that have been removed is still considered a single article. An article or item does not mean a "set" or all the articles in one container. For example, each individual chair of a matching set of dining chairs is considered an article or item. In a box containing a set of encyclopedias, each encyclopedia is considered an article.

Bill of Lading: A shipping document issued by the household goods carrier, signed by both the customer and the carrier, that reflects the cost and components of a move.

Consignee: The person accepting the goods at the delivery.

Constructive Weight: A weight based on a formula of seven pounds per cubic foot of properly loaded van space occupied by the customer's goods.

Customer: A person or entity that hires a household goods carrier.

Declared Value: The dollar amount the customer states on the bill of lading as the value of the goods being shipped.

Flat Travel Time: A fixed amount of time from the carrier's terminal to the origin and from the destination back to the carrier's terminal on a local move.

Flight of Stairs: The stairs leading from one complete floor to the next complete floor of a building, or a set of at least 8 but not more than 20 steps outside a building (less than 8 steps is not considered a flight).

Gross Weight: The weight of the shipment, including the tare weight of the vehicle, customer's goods, all packing containers, and all packing materials.

Household Goods: The personal effects and property used, or to be used, in a residence when it is a part of the equipment or supply of such residence. Transportation of the goods must be arranged and paid for by the customer or by another individual on behalf of the customer.

Interruption: A situation causing a stoppage of service that is in the control of the carrier and not in the control of the shipper. Examples include coffee breaks, lunch breaks, breakdown of equipment and other similar occurrences.

Inventory:

- Cube sheet inventory: An inventory of the items upon which the estimate is based and the estimated cubic footage for each item (cube sheet).
- Descriptive inventory: An inventory of the items that includes a description of each item and the condition of each item at origin and destination.

Loaded Distance: The distance between the loading point (origin) of the shipment and the unloading point (destination).

Local (Hourly-Rated) Move: Shipments transported 55 miles or less.

Long Carry: Exists when the carrier must carry household goods for a distance in excess of 75 feet between the vehicle and the door of the residence, including multi-family housing.

Long Distance (Mileage-Rated) Move: Shipments transported more than 55 miles.

Net Weight: The weight of the goods shipped by the customer, determined by subtracting the tare weight of the vehicle from the gross weight.

Packing: The accessorial service of protecting any portion of a shipment by placing it in boxes, cartons, crates, dish packs, suitcases, trunks or other protective container.

Replacement: Providing as good as, or equal in value to, a lost or damaged article.

Released Valuation: The stated value of articles tendered by the customer to the carrier.

Shipment: A load of household goods moved by a carrier from a single residence or as a single transaction.

Stops in Transit: A service where the carrier loads, unloads or both loads and unloads portions of the customer's household goods at more than one site.

Storage-in-Transit: Temporary warehouse storage (90 days or less) of a shipment pending further transportation.

Story: Inside a building, a story means the stairs leading from one complete floor to the next complete floor. Outside a building, a story means a set of at least 8 but not more than 20 steps (less than 8 steps is not considered a story).

Tare Weight: The weight of an empty motor vehicle obtained when all of the following exists:

- The vehicle's fuel tank is full.
- All pads, chains, dollies, hand trucks, and other equipment needed in the transportation of the shipment are on board the vehicle.
- The crew is not on board the vehicle.

Third Party: A person or entity other than the carrier who provides services requested by the customer through an arrangement with the carrier.

Unpacking: The accessorial service of removing contents from boxes, cartons, crates, dish packs, suitcases, trunks or other protective containers.

Valuation or Valuation Protection: The level of protection the customer selects to protect his or her household goods against loss or damage.

Vehicle: Any motor truck, tractor or other self-propelled vehicle, any trailer, semi-trailer or any combination of such vehicles moving as a single unit.

Warehouse Handling In or Out: Additional charges that apply each time storage-in-transit service is provided. These charges compensate the carrier for the physical placement and removal of items within the warehouse.

Weight Value: Weight value means each of the following:

- For long distance moves, the weight determined by multiplying a dollar amount specified in a valuation option times the net weight of the shipment.
- For local moves, the weight determined by multiplying a dollar value amount specified in a valuation option times the constructive weight of the shipment.
- For moves under a non-binding estimate, the weight determined by multiplying a dollar value amount specified in a valuation option times the constructive weight of the shipment.

ITEM 03 - REFUSAL TO PROVIDE SERVICE. PICK UP SHIPMENT OR DELIVER SHIPMENT

A carrier may refuse to provide service, to pick up or to deliver a shipment, if in the carrier's judgment any of the following conditions exist and the carrier or customer have not made

arrangements as described:

- The move will cause the carrier to provide service it is not authorized to provide.
- The customer does not provide adequate information necessary to establish his or her identity.
- The customer uses a false name with the intent to deceive the carrier.
- The condition of the roads, streets, driveways, alleys, or loading or unloading facilities is unsafe or inaccessible.
- Conditions such as civil or labor disturbances make pickup or delivery unsafe or unreasonable.
- The shipment is dangerous, contaminated, infested or has been improperly packed.
- The carrier does not have suitable equipment.
- Circumstances exist which prevent the carrier from using a standard moving vehicle and a smaller vehicle is required.

A carrier may provide a service if the customer requests it and the carrier agrees to provide smaller equipment or additional labor to move the shipment between the point of origin or the point of destination and the carrier's vehicle. In this case, the carrier may charge the customer an extra cost, as long as the carrier discloses the charges by use of a binding, nonbinding or supplemental estimate.

ITEM 04 - DELIVERY TO OR FROM A WAREHOUSE

Pickup from or delivery to a warehouse, other than the carrier's own warehouse, includes pickup only from a door, platform, or point convenient and accessible to the carrier's vehicle. If the carrier is required to provide service at any other location, additional charges may apply as described in this tariff.

ITEM 05 - DELIVERY TIME AND MEANS

A carrier will attempt to deliver a shipment during normal business hours but is not required to guarantee delivery at a specific hour. Unless specific arrangements have been authorized by the customer on the bill of lading, the carrier is not required to transport the customer's goods by any particular means or vehicle and is not liable for delays resulting from causes other than negligence of the carrier. In cases of unforeseen circumstances which prevent the carrier from completing delivery, the carrier has the right to forward the customer's property by another carrier. The forwarding carrier must notify the customer of the change in carrier. The carrier issuing the bill of lading is the carrier held responsible for the goods.

ITEM 06 - STORAGE WHEN DELIVERY CANNOT BE MADE

A carrier may place a shipment into storage at the public warehouse nearest the point of destination if the carrier is unable to make a delivery because:

- The carrier was unable to locate a customer at the address given on the bill of lading or the correct address if known by the carrier.
- The customer refused or was unable to accept delivery.

- The carrier's liability as a common carrier ends with delivery to the public warehouse. The shipment becomes subject to the warehouse's liability, terms, and conditions.

ITEM 07 - DISPOSITION OF UNCLAIMED GOODS

If the customer does not receive or claim the shipment within 90 days after the carrier mailed or delivered the written notice, the shipment becomes subject to disposition by the carrier.

ITEM 08 - MISCELLANEOUS SERVICES

If the customer asks the carrier to provide a service for which there is no rate or charge listed in the tariff, and providing that service requires use of the carrier's vehicle and employee(s), the service will be provided at the option of the carrier using Hourly Rates ITEM 29 on pg. 25.

The carrier may charge for services associated with transportation of the customer's goods for which there is no rate/charge listed in the tariff, such as toll road/bridge, smaller truck rental, ferry, etc. that cannot be determined prior to the move day.

Carrier may offer an inconvenience discount of 10%, examples include, but not limited to, late arrivals, delivery delays, weather cancellations, equipment failure and minor damages.

ITEM 09 - APPLIANCE SERVICE

The transportation rates in this tariff do not include the servicing or re-servicing of appliances or other articles to protect them from damage in, or incident to, transit. These appliances or articles include, but are not limited to: refrigerators, deep freezers, radios, microwaves, washing machines, television sets, satellite television/radio receiving discs/dishes, air conditioners, grandfather clocks, computers, clothes dryers, cooking ranges, and dishwashers.

Upon request of the customer, the carrier will, if it possesses qualified personnel, service at point of origin and re-service at point of destination appliances or other articles at the charges shown below. If the carrier does not possess qualified personnel to perform the services, the carrier will, with the authorization of the customer, engage third-party vendors to perform the servicing and/or re-servicing.

The service under the provisions of this item is performed solely to prepare the articles for safe transportation but does not include disconnecting or reconnecting articles to gas, electrical, plumbing or ventilation hook-ups.

The following rates apply when carrier personnel provide service and/or re-service of appliances or other articles:

Services	Charge
Front Load Washing Machine ¹	\$75.00
First article or appliance	\$30.00
Each additional article or appliance	\$20.00

¹Front load washers will not be transported without the stabilization bolts installed. Rates do not include shipping bolt replacement. It is the customer's responsibility to know their make/model and purchase the bolts prior to the loading day. Carrier can assist with an advanced request.

ITEM 10 - HEAVY OR BULKY ITEMS

The following items may be charged an additional fee due to their size or required care during the move. The charge will apply for each item; each time service is required. The charge will include service for both loading/unloading. Rates may not include 3rd party services or additional packing/crating required if items are insured for high value of \$1,000 or more. The bulky article charge applies whether the article is assembled, partially disassembled, or disassembled unless otherwise noted. If the household goods carrier is asked by the customer to include light or bulky items not shown on the chart in this tariff, the carrier may assess a weight additive based on seven pounds per cubic foot of space the article will use in a properly loaded trailer.

Heavy/Bulky Item	Charge
Upright/Spinnet Pianos, Organs	\$100
Grand Pianos, Player Pianos	\$350
Large Clocks, Grandfather, Grandmother	\$150
Large Indoor Toys, Houses, Climbers	\$150
Large Outdoor Play Structures, Trampolines, BB Hoops	\$150
Animal Mounts, Horns, Taxidermy	\$100
Weight benches, Exercise Equipment, Gyms	\$150
Large Rolling Tools Boxes, Extra Large Tools	\$150
Large Appliances, Generators, Air Conditioners	\$150
Large Game Tables, Pool, Ping Pong, Casino, Bars	\$150
Bulky Furniture, Armoires, Shunks, Aquariums	\$100

Security/Gun Safe up to 400lbs	\$300
Gun Safe 400lbs - 600lbs	\$500
Gun Safe 600lbs – 1,000lbs	\$900
Hot Tub/Bath Tub/Spas, Pools, Jacuzzi	\$350
Riding Lawn Mowers, Golf Carts, Small Tractors	\$115
Motorcycle, ATVs, Snowmobiles	\$150
Small Watercraft, Jet Skis, Wave Runners	\$150
Canoes, Skiffs, Kayaks, Skulls, Rowboats	\$125
Boats w/o Trailer	\$350
Boat & Trailer	\$500
Concrete Furniture, Fountains, Planters, Statues	\$150
Kennels, Animal Houses/Trees, Hutches, Crates	\$150
Pergolas, Sheds, Outdoor Structures	\$150
Canopies, Hard or Soft Hard Tops, Tires, Auto Seats	\$100
Auto Parts, Engines, Roof/Bike Racks, Luggage Case	\$150
Green Eggs, Stoves (wood/pellet, not the kitchen appliance)	\$150
Gliders, Planes, Ultra Lights	\$100
Automobiles, Mobile Homes, Tiny Homes	3 rd Party

Any article weighing 1,000 pounds or more will not be shipped.

ITEM 11 - LONG CARRY CHARGES

If goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit, the following may be charged to the customer in addition to all other applicable rates and charges:

For each 75 feet (or fraction of 75 feet) beyond the first 75 feet
\$3.00 (per 100 pounds carried)

ITEM 12 - STAIRS OR ELEVATORS

If stairs or elevators are used at the point of pickup or delivery, the following may be charged to the customer in addition to all other applicable rates and charges:

Each Flight of Stairs

\$3.00 (for each 100 pounds)
Elevators
\$3.00 (for each 100 pounds)

- Note: If both stairs and an elevator are available, charges will be based on the calculation that provides the lower cost to the customer.

ITEM 13 - CUSTOMER-PACKED GOODS

Customers must carefully pack, cover and wrap all breakable or fragile items. Customers must clearly mark the package as "breakable" or "fragile." If a carrier finds that an article has not been properly packed by the customer, the carrier must notify the customer of the improper packaging. The customer may choose to repack the article or have the carrier repack the article. The customer may have to pay additional charges for packing service.

If the carrier is not able to contact the customer, the carrier will repack the article and charge the customer for the service. The carrier must document the methods used to contact the customer, to include at least all of the following:

- Date attempt was made.
- Time attempt was made.
- Method used to attempt contact (telephone, fax, personal visit, etc.).
- Telephone or fax number called.
- Name and title of person making attempt to contact customer.

The carrier must retain the documentation with the copy of the bill of lading retained in the carrier's office. In addition, the carrier must attach a copy of the documentation to the copy of the bill of lading given to the customer. A carrier may open and inspect any customer-packed article if the carrier believes it is necessary to determine the actual contents.

ITEM 14 - CONTAINER PRICES

If the customer requests unpacking, delivery or pickup of containers, ITEM 29, pg. 25 (Hourly Rates) will apply. When available, the customer may purchase used containers at 50 percent of the prices shown below. Carriers may provide free use of wardrobe cartons on the day of the move.

	Materials	Materials plus Packing
DRUM, DISH PACK	\$12.00	\$25.00

WASHER PACKING KIT	\$15.00	NA
FRONT LOAD WASHING MACHINE KIT (Kit cost only)	\$100.00	NA
FILE BOX	\$3.00	\$8.00
SMALL/BOOK 1.5 cf	\$3.00	\$8.00
MEDIUM 3 cu. ft.	\$5.00	\$10.00
MEDIUM/LARGE 4 1/2 cu. ft.	\$6.00	\$12.00
LARGE 6 cu. ft.	\$12.00	\$25.00
LAMP CARTON	\$8.00	\$16.00
MIRROR CARTON	\$12.00	\$22.00
* PLASMA TV CARTON	\$35.00	\$35.00
BICYCLE BOX	\$35.00	\$35.00
TAPE/ROLL	\$3.00	NA
PACKING PAPER/35 LBS	\$40.00	NA
SHRINK WRAP/ITEM	\$5.00	NA
BUBBLE WRAP/LINEAR FT	\$3.00	NA
HARDWOOD PROTECTION	\$50.00	NA
CARPET PROTECTION	\$24.00	NA
WARDROBE CARTON	\$10.00	\$20.00
MATTRESS CARTONS	\$100.00	\$150.00
MATTRESS COVERS	\$10.00	\$15.00

* TV boxes, when rented by the shipper, remain property of the carrier.

ITEM 15 - PAYMENT OF CHARGES

In advance of the move, the carrier must specify the method of payment on the estimate and any terms or conditions that apply to the method of payment, such as interest rates charged for credit plans. Once specified, the carrier may not require a different payment method. Carriers may accept or require prepayment in part or in full, cash, personal check, cashier's check or money order, credit card, debit card, electronic fund transfers or its own credit plan.

If the customer fails to pay the rates and charges, the carrier may hold the shipment in secure storage until the customer pays the amount due. The carrier's liability ends with delivery to the storage facility. The shipment becomes subject to the storage facility's liability, terms and conditions. The cost of storage will be charged to the customer at the rates established by the storage facility.

Method of payments are cash, cashier's check from a bank, postal money order (not from a bank) and debit or credit cards. Debit and credit cards are subject to a 2.5% document processing and handling fee. We do not accept personal checks upon delivery. Storage

fees are due monthly or a late fee of \$25 will be added to the storage balance. Storage fees can be paid with personal check, all NSF checks are subject to a \$25 cash payment.

ITEM 16 - ESTIMATES

Written estimates are available to the shipper free of charge. When an estimate is provided, it will be in writing. All estimates of charges shall only be given after a visual inspection of goods by the mover.

- Binding Estimates or Guarantees of actual charges are illegal on intrastate transportation of household goods within the state of South Carolina.
- Final charges for moves must be based upon rates published in the mover's tariff and approved by the SCPSC (South Carolina Public Service Commission) regardless of any estimate given by the mover prior to the move.

ITEM 17 - CARRIER LIABILITY FOR HOUSEHOLD GOODS AND CUSTOMER VALUATION OPTIONS

The carrier is liable for physical loss of, or damage to, any article from external cause while being packed, unpacked, loaded, unloaded, carried, or held in Storage-in-Transit, including breakage, if the articles are packed by the carrier and/or if the breakage results from negligence of the carrier. The amount of liability a carrier must assume depends on the level of valuation protection selected by the customer, as indicated on the bill of lading.

The carrier is liable directly to the customer for loss and damage regardless of any cargo insurance policies the company may have. Carrier is not liable or responsible for the condition or safe delivery of furniture or other items made of pressboard, particle board or similar pressed material. Exempt only to \$0.60 per pound and must be disassembled by the customer. When disassembly, boxing of fasteners and reassembly is done by the owner of the goods, it falls under the valuation option elected.

The carrier is not liable for the loss of or damage to any article from external cause while being carried or held in Storage-in-Transit, due to the following circumstances:

- Internal damage to electronics (radios, stereos, VHS players, CD/DVD players, televisions, computers, printers, scanners, etc.) when no visible damage to the external packaging or contents exists or if the item was packed by the customer or the customer's representative.
- Loss or damage from insects, moths, vermin, mold, fungus or bacteria within the customer's belongings or that develop therein due to conditions present before the carrier picks up the customer's belongings.
- Damage because the item was in an obvious state of disrepair at the time of shipment, provided that the carrier noted the disrepair on the inventory.
- An act, omission, or order of the customer, or loss or damage resulting from the customer's inclusion in the shipment of such articles as explosives, dangerous articles or dangerous goods.
- Defective design of an article, including susceptibility to damage because of atmospheric conditions such as temperature or humidity changes.

The carrier is not liable for a delay in pickup or delivery due to the following circumstances:

- Hostile or warlike action or use of any weapon of war (in time of peace or war), terrorism, insurrection, rebellion, revolution, civil war, usurped power, and action taken in hindering, combating, or defending against such occurrences by any government or sovereign power, or by authority maintaining or using military forces.
- Seizure, confiscation, or destruction under quarantine by order of any government or public authority.
- Strikes, lockouts, labor disturbances, riots, civil commotions or the acts of any person or persons taking part in any such occurrence or disorder.
- Acts of God.

The carrier will not accept the following items for shipment:

- Coins, currency, deeds, notes, postage stamps, letters, drafts, or valuable papers of any kind.
- Jewelry, precious stones, or precious metals.
- Items of extraordinary value.
- Items requiring temperature control.
- Household pets.
- Live plants.
- Perishable items.
- Explosives.
- Dangerous goods.
- Property liable to damage carrier equipment or other property.

The carrier is not liable for goods left unattended by the customer before pickup by the carrier. The carrier is not liable for goods when the customer directs the carrier, in writing, to unload or deliver property at a location that will be unattended. When the carrier or its agent believes it necessary that the contents of packages be inspected, it shall make or cause such inspection to be made or require other sufficient evidence to determine the actual character of the property.

Packages containing fragile articles or articles consisting wholly or in part of glass, when packed by the shipper or his agent, must be marked by plain and distinct letters designating the fragile character of contents.

When shipments are improperly, insecurely, or unsafely packed, crated or boxed and therefore liable to be destroyed or damaged, in the carrier's opinion, the carrier will arrange to have such shipments properly packed. Regarding labor for such packing, the rates and charges are listed in ITEM 29, pg. 25 for all shipments.

Nothing in this Tariff shall require the carrier to perform any linehaul service, any pickup or delivery service or any other service from, to, or at any point or location where, through no fault or neglect of the carrier, the operation of the vehicle is impracticable because:

- The condition of the roads, streets, driveways, alleys, or approaches thereto would subject operations to unreasonable risk or loss or damage to life or property.
- Loading or unloading facilities are inadequate.

The customer is responsible for any additional insurance they wish to purchase. The customer may choose from two valuation options to determine the liability the carrier must assume for loss or damage. Each option has a different cost to the customer and represents a different level of carrier responsibility. The customer has the following valuation protection options and must, on the face of the bill of lading, select one of the options. The carrier must not load the customer's goods until the customer selects an option and makes the appropriate notation on the bill of lading. Shipments moving under the rates named in this Tariff are subject to the release of valuation provisions shown below:

- As used in this Tariff, the phrases "released value", "declared value" and "value declared by the customer (shipper)" shall have the same meaning.
- If the customer does not select valuation Option 1 on the Bill of Lading, Jordan River Moving & Storage shall require the shipper to state specifically in writing on the Bill of Lading the declared lump sum value for the entire shipment, prior to the commencement of service.
- The customer shall have the following options for the declaration of value and the carrier's maximum liability shall be limited in accordance with the declared value:

OPTION A: - LIMITED LIABILITY

As a licensed common carrier, we are required to provide limited liability coverage at no charge to the customer. Under this option, in event of loss or damage, maximum limited liability is \$0.60 per pound, per article.

OPTION B: - FULL VALUE PROTECTION - \$500 DEDUCTIBLE

Full-Value Protection provides the highest level of coverage for your personal possession. After the \$500 deductible is applied the coverage will guarantee either, replacement of articles lost or damaged while in carrier's custody, reimbursement for full replacement cost (as determined by current market value), or repairs to a damaged item to the extent necessary to restore the item to the same condition as when received by carrier from the shipper. The action taken will be determined by whichever means cost less. This option provides full value coverage less \$500 deductible for the customer and a maximum carrier liability up to the declared value or \$10.00 times the weight of the shipment, whichever is greater. \$18.00 per \$1,000

OPTION C: - FULL VALUE PROTECTION - \$1,000 DEDUCTIBLE

Full-Value Protection provides the highest level of coverage for your personal possession. After the \$1,000 deductible is applied the coverage will guarantee either, replacement of articles lost or damaged while in carrier's custody, reimbursement for full replacement cost (as determined by current market value), or repairs to a damaged item to the extent necessary to restore the item to the same condition as when received by carrier from the shipper. The action taken will be determined by whichever means cost less. This option provides full value coverage less \$1,000 deductible for the customer and a maximum carrier liability up to the declared value or \$10.00 times the weight of the shipment,

whichever is greater. \$11.00 per \$1,000

* Hawaii and Alaska are considered international moves and these rates will not apply.

The charges for valuation in excess of \$100,000 will be determined by your sales representative, please call our office for these rates. On a shipment, or portion thereof, which also involve storage-in-transit, an additional storage-in-transit valuation charge will be added. The price will be .25 per \$100.00 of value for each 30 day period.

Please note the following applies to options B & C

- The minimum declared shipment value under Full Value Protection (option B & C), is \$10,000.
- Although the minimum is necessary to purchase options B& C, it may not be all you need.
- It is the customer's responsibility to choose the proper amount of coverage. If the full declared shipment value is not taken, a penalty will be incurred based on the ratio between actual cash value and the declared shipment value.

Example if \$32,000 worth of goods were moved, yet only \$16,000 worth of coverage was purchased, the payment for any damages would be adjusted downward by one-half (\$16,000/\$32,000).

THE COVERAGE AFFORDED ABOVE DOES NOT APPLY TO:

- Act of God (earthquake, flood tornado, etc)
- Hostile warlike action or acts arising from riots, civil commotion, strikes, or labor disturbances.

Articles Of High or Extraordinary Value: Unless otherwise provided, the following property will not be accepted for shipment:

- Any article of extraordinary nature of value, antiques, fine art painting, statuary, and similar articles, which by their inherent nature cannot be replaced with new articles; or articles whose age or history contribute substantially to their value.
- This includes, but is not limited to: memorabilia, souvenirs, and collector's items. Unless a special agreement has been stipulated to do so.
- Including but not limited to jewelry, furs, stocks, bonds, cash, antiques, and art collection.
- Any article of extraordinary nature/value must be identified separately on an inventory that must be included with the bill of lading
- Acts or omission of the shipper, such as neglecting to prepare for time of the move.
- Bulky items, such as safes, hot tubs, motorcycles, etc. must be crated.
- Presswood or similar pressed material furniture must be disassembled and packed by the customer. See Exhibit #1 on page 26.

Should such articles come into the possession of the carrier with or without their knowledge, responsibility for safe delivery will not be assumed.

If a shipper refuses to agree to a declared valuation in writing, the shipment may be refused. If a shipper fails to state a declared value in writing, and the shipment is accepted by the carrier, the shipment will default to option A.

The declared value and the carrier's maximum liability (whether or not loss or damage occurred from carrier negligence), as determined under this rule, shall apply to any claim resulting from the performance or failure to perform by the carrier of any service, including accessorial services, which the carrier has contracted to perform.

Subject to the declared valuation, the carrier may elect to replace lost or damaged articles, to reimburse the shipper for the loss, or to make satisfactory repairs. If the carrier replaces or reimburses the shipper, the damaged articles become the property of the carrier.

In the event of loss or damage to a matched pair or set of items, the carrier's maximum liability will be limited to compensation for the damaged or lost individual item only. For the Replacement Cost Protection, declared lump sum value means the value of the maximum liability of the carrier for the total body of goods transported.

The amount of liability a carrier must assume depends on the level of valuation protection selected by the customer and the customer-declared value, as indicated on the bill of lading. Before providing service, the carrier must require the customer to state in writing on the bill of lading either the declared value of the shipment in cents per pound or a lump sum value for the entire shipment. If the carrier fails to obtain the customer's declared value, the value will be based on the net weight or constructive weight of the shipment.

- For long distance moves, the weight of the shipment is determined by recording the net weight.
- For local moves, the weight of the shipment is determined by recording the constructive weight. Constructive weight is calculated by multiplying seven pounds times each cubic foot of space used in the moving vehicle.

Customers are encouraged to purchase addition insurance. Jordan River Moving & Storage will provide insurance company referrals upon request. Additional insurance must be purchased two days prior to the packing and/or move date.

ITEM 18 - STORAGE

Customers may choose to either provide their own storage or store items with the carrier or the carrier's agent.

Customer-provided storage. If the customer rents, leases or otherwise provides a storage unit independent of the carrier and requests the carrier deliver the goods to the customer- provided storage unit, the carrier's liability ends at the delivery. The storage unit becomes the final destination.

Storage provided by the carrier or the carrier's agent. The customer may choose from

the following storage options provided by the carrier or the carrier's agent. The requirements below apply only to storage provided by the carrier or the carrier's agent.

- Storage-in-Transit (SIT) is temporary warehouse storage of a shipment for 90 days or less pending further transportation. Property may be placed into SIT one or more times but may not exceed a total of 90 days. This temporary storage may be in either a warehouse owned by the carrier or in a warehouse the carrier has chosen as its agent. Liability for the shipment while in SIT is the responsibility of the carrier. A move that contains SIT is one continuous move from origin to SIT to the final destination.

The carrier must ensure that the customer specifically chooses Storage-in-Transit (SIT), Permanent Storage, Storage-in-Vehicle (SIV), or Small Goods Transportation and Storage service by signing or initialing on the bill of lading. The customer is responsible for the added charges for storage service, warehouse handling and final delivery of the shipment.

Storage records are required. Both the carrier and warehouse must maintain a descriptive inventory on any shipment placed in storage. Storage records must show all of the following:

- An itemized list of the items in the shipment and the number on the bill of lading or Small Goods Transportation and Storage contract used for the shipment.
- The origin and destination points of the shipment.
- The condition of each article when it was received by the carrier and unloaded at the warehouse.
- The dates when all charges, advances, or payments were made or received.
- The dates the shipment was delivered into, and forwarded from, the warehouse.

Charges for SIT and warehouse handling charges in accordance with the tariff must be shown on the written estimate.

Rates to be charged per 100 pounds stored	Rate
For each 30-day period, or portion of a 30-day period, goods remain in storage. No proration.	\$3.50
Warehouse handling in and out	\$4.26

A customer may remove a portion of the property from SIT if all charges for the shipment have been paid in full or the customer and carrier have **negotiated** payment arrangements. If the customer requests the carrier deliver the portion of the property removed from SIT, the carrier will charge for delivery as if it were a separate shipment with the origin being the SIT warehouse.

SIT charges for the balance of the SIT period will be based on the gross weight of goods

remaining in storage. Charges for transportation furnished, if any, for the delivery of the remainder of the shipment will be based on the net weight remaining in SIT or calculated at hourly rates if the destination is 55 miles or less from the storage facility.

No property may be removed from the carrier's or agent's warehouse until the customer pays all lawful charges or negotiates satisfactory payment arrangements. During the SIT period, the customer may add additional property to the property already in SIT. The following charges and rules will apply:

- If the carrier transports the additional property to SIT, charges will be calculated from origin to the warehouse by using proper tariff rates.
- Warehouse handling-in charges as shown in the table below.
- All subsequent charges, including SIT fees, will be based on the net weight of the combined shipment.

If the customer does not remove the shipment from SIT within 90 days:

- Permanent storage is warehouse storage of a shipment for longer than 90 days. The final destination of the move is the warehouse. The carrier's liability for the shipment ends upon delivery to the warehouse. Liability for the shipment while in permanent storage is the responsibility of the warehouse.
- The carrier's liability terminates at midnight on the 90th day.
- The warehouse is considered the final destination of the shipment.
- The warehouse is considered to be the agent of the customer and the property becomes subject to the rules, regulations and charges of the warehouse.
- The carrier must bill the customer for all charges accrued within the 90-day period.
- All Storage-In-Transit charges will convert to Permanent Storage based on \$65.00 per vault per month or \$0.59 per pound if loose in storage.

If a customer notifies the carrier at least 15 days before the end of a 30-day SIT period that the customer wants the property delivered, but the carrier does not make the delivery by the end of that period, the carrier cannot charge any additional SIT or storage charges. All other SIT provisions will apply until the carrier can deliver the property.

The customer may change the destination originally shown on the bill of lading for the property in SIT by notifying the carrier. When the carrier receives the notice, the carrier will make a notation on the bill of lading indicating that the customer requested the change. Rates that were in effect on the date the shipment was loaded at the point of origin will remain in effect until delivery of the shipment at the point of destination.

The customer may at any time decide to transfer property from SIT to permanent storage by providing written notice to the carrier and the warehouse. Once property is transferred to permanent storage, the warehouse is considered the destination of the shipment. Within seven days of receiving notice that the customer wants the property moved into permanent storage, the carrier must provide a final bill for all SIT charges due. The carrier's liability for the property ends when the property is transferred into permanent

storage.

Liability for the property while in permanent storage is the responsibility of the warehouse. Loss and damage protection (valuation coverage) for the property must be purchased from the warehouse at \$0.10/lb.

Storage-in-Vehicle (SIV) - is temporary storage of a shipment that remains on or in the carrier's vehicle (van or trailer) instead of being placed in a warehouse. This service is provided at carrier's convenience.

- The shipment will remain in SIV for not more than a total of 15 days. If SIV is needed for longer than 15 days, the carrier and customer must agree on the length of the extension.
- The vehicle containing the customer's shipment will be parked in a safe, secured area at all times.
- The vehicle will be securely locked at all times.
- The vehicle used is in good repair, not subject to leakage, pilferage or entry by insects or vermin.
- The carrier accepts responsibility for any loss or damage occurring while the shipment is in SIV. Reimbursement is determined based on the valuation option selected by the customer on the bill of lading.

SIV Rates/24 Hours or Fraction Thereof
Charge
\$150.00

ITEM 19 - HOLIDAYS

New Year's Day (January 1st)
Martin Luther King Day (3rd Monday in January)
President's Day (3rd Monday in February)
Easter Sunday (March 22 <> April 25)
Memorial Day (The Last Monday in May)
Independence Day (July 4th)
Labor Day (First Monday in September)
Yom Kippur (Mid September TBD)
Veteran's Day (November 11th)
Thanksgiving Day (4th Thursday in November)
Christmas Eve (December 24th)
Christmas Day (December 25th)

ITEM 20 - DISCOUNTS

Only one discount per shipment.

Military & Veteran	5%
Senior Citizen	5%

*Microsoft	10% off hourly rate moves and 5% off shipments over 55 miles
*Amazon	5%
*Boeing	5%

*A copy of the employee card must be presented at time of booking in order to receive a discount.

Section 2

LONG DISTANCE (MILEAGE-RATED) MOVES

Rates, Rules and Charges Shown in This Section
Apply to Shipments Moving More Than 55 Miles

ITEM 21 - GENERAL APPLICATION OF RATES FOR LONG DISTANCE (MILEAGE-RATED) MOVES

Rates in this section apply to moves of more than 55 miles. A carrier may only charge a customer mileage rates for a one-way trip (from origin to destination). Rates include use of vehicle, equipment, and labor for receiving and/or delivering household goods at ground level.

Rates do not include furnishing of containers, packing, unpacking, marking, storing, hoisting, extra stops, or any applicable fuel surcharges. Rates do not include handling, loading or unloading articles weighing 1,000 pounds or more. If performed by the carrier at the request of the customer, the charges for such services will be assessed in addition to transportation charges.

Carrier will use Google map online software, (<http://maps.google.com>), a mileage calculation program to determine the distance of the shipment.

The minimum charge for any shipment will be calculated on a weight of seven pounds per cubic foot of properly loaded vehicle space used. Both the minimum charge weight and the actual weight must be shown on the bill of lading.

ITEM 22 - WEIGHT OF SHIPMENT

Tariff rates and charges shall be computed on the net weight plus all additives of the shipment. Carriers must calculate all tare and loaded weights by having the motor vehicle weighed by a certified weighmaster or on a certified scale. Carriers must obtain a certified tare weight either prior to loading the customer's goods or immediately after the shipment is unloaded. Carriers must obtain a certified loaded weight at the point of origin or:

- If no certified scale is available at the point of origin, the carrier may obtain the loaded weight at the first certified scale located along the route of travel to the

destination point or at the destination point.

- If no certified scale is available at the point of origin, at a point along the route to the destination, or at the destination point, the carrier may use the constructive weight of the shipment.
- Carriers must maintain all weight tickets or documentation of the calculation of weight with the bill of lading. The weight ticket or other documentation must include the name of the carrier and the name of the customer. Carriers are responsible for obtaining the weight and providing that information to the customer upon request.
- The charge for a smaller shipment must not exceed the charge for a larger shipment at the rate and minimum weight for the larger shipment. For example, a load of household goods is moved from City A to City B on which rates are:
- For a minimum of 1,000 pounds, the rate is \$0.3058 per pound shipped, so the calculation is 1,780 pounds times \$0.3058 = \$544.24.
- For a minimum of 2,000 pounds, the rate is \$0.2398 per pound shipped, so the calculation is 2,000 pounds times \$0.2398 = \$479.50.

A shipment weighing 1,780 pounds would be billed as if it weighed 2,000 pounds, because it is less expensive for the customer.

ITEM 23 DELAY OF SHIPMENTS FOR AVAILABILITY OF EQUIPMENT OR CONSOLIDATION WITH OTHER SHIPMENTS

Carriers must not delay delivery of shipments weighing 5,000 pounds or more for availability of equipment or consolidation with other shipments. Carriers must directly deliver (expedite) all shipments weighing 5,000 pounds or more.

Carriers must not delay delivery of shipments weighing less than 5,000 pounds if the customer agrees to pay a minimum charge based on up to 5,000 pounds. Carriers must directly deliver all shipments for which the customer agrees to pay the minimum charge based on up to 5,000 pounds. If the customer agrees to payment of the minimum charge, a notation must be placed on the face of the bill of lading. The customer must sign the notation. The notation must say:

Moving at a weight of _____ pounds.

Actual weight _____ pounds.

Agreed to: _____
(Signature of customer)

Carriers may delay delivery of shipments weighing less than 5,000 pounds for availability of equipment or consolidation with other shipments. Carriers must promptly remove from the customer's premises all articles to be held pending available equipment or consolidation with another shipment and must not charge the customer for storage, storage valuation, handling in or out, or storage-in-transit charges for the time a shipment is held. Unless the carrier and the customer have agreed to a deliver by date, carriers

must deliver a delayed shipment within 21 calendar days of accepting it.

Once the carrier agrees to a "deliver by" date, the carrier must:

- Deliver the shipment by that date;
- Renegotiate the deliver-by date with the customer; or
- Make arrangements for another carrier to do so on its behalf.
- (The original carrier must absorb any additional costs incurred by using the additional carrier to meet the "deliver by" date.)

ITEM 24 - ADDITIONAL STOPS

Additional stops are when:

- The carrier loads portions of the shipment at more than one site.
- The carrier unloads portions of the shipment at more than one site.
- The carrier both loads and unloads a portion of the shipment at more than one site.

A customer may request that the carrier provide additional stops. The carrier may charge for providing this service. The charge for providing additional stops applies in addition to all other applicable charges.

The following rate applies when additional stop service is provided:

Rate Per Stop
\$65.00

Transportation charges on shipments for which the carrier provides additional stops will be computed on the basis of the total weight of the entire shipment for the total distance from the origin to the destination, via the additional stops.

Example: A shipment originating in Columbia weighs 3,000 pounds, with a stop in Santee to load 1,000 pounds, is transported to Charleston.

Properly rated, the transportation charges on the bill would be rated as if 4,000 pounds were shipped from Columbia to Charleston, plus a charge for the additional stop in Santee.

ITEM 25 - REWEIGHING

- The customer may request the carrier reweigh the shipment before delivery.
- The customer is responsible paying for the scale fees. The carrier must obtain a scale fee receipt. A copy of that receipt must be given to the customer and a copy must be attached to the records maintained by the carrier.
- Before reweighing the shipment, the carrier must notify the customer of the cost of reweighing.

The reweigh fee is \$25.

ITEM 26 - WAITING TIME

The carrier may bill the customer at the rates shown in Item 29 (Hourly Rates) for waiting time when the customer keeps the carrier waiting at the origin or destination for longer than one hour. Waiting time charges apply in addition to all other applicable rates and charges.

ITEM 27 - MILEAGE RATES

Mileage rates apply only on shipments moving more than 55 miles. Mileage rates are stated in an amount the carrier must apply to each pound of customer household goods shipped. To determine actual transportation charges, multiply the weight of the shipment in pounds times the rate and then round the answer to the nearest cent.

As an example, a shipment of 8,101 pounds transported 60 miles is calculated as follows:
 $8,101 \text{ pounds} \times \$0.2654 \text{ (maximum rates allowed per pound)} = \$2,150.00$

The carrier must charge the customer no more than \$2,150.00.

Rates are based on loaded distance. Loaded distance is the distance between the loading point (origin) of the shipment and the unloading point (destination).

Refer to following table on pg 24 for mileage rates.

Shipment In Pounds - Minimum Weight 1,000 lbs

Example - shipment of 1,100 lbs is moving 55 miles (multiply 1,100 by \$0.7350 for a total of \$808.50)

BP is breaking point where charging the next weight minimum is cheaper for the customer

Miles		1000 lbs	BP	2000 lbs	BP	4000 lbs	BP	6000 lbs	BP	8000 lbs	BP	10000 lbs	BP	12000 lbs
51	60	0.8453	1245	0.5261	2479	0.3260	5249	0.2852	6855	0.2444	9695	0.2369	11622	0.2294
61	70	0.9154	1232	0.5635	2449	0.3450	5157	0.2965	6688	0.2478	9690	0.2401	11610	0.2323
71	80	0.9476	1230	0.5825	2429	0.3536	5158	0.3039	6690	0.2542	9684	0.2461	11608	0.2381
81	90	0.9844	1224	0.6020	2411	0.3628	5122	0.3097	6625	0.2565	9687	0.2484	11612	0.2404
91	100	1.0419	1217	0.6337	2389	0.3784	5076	0.3200	6540	0.2616	9693	0.2536	11620	0.2455
101	110	1.0948	1212	0.6630	2370	0.3927	5043	0.3301	6481	0.2674	9712	0.2597	11639	0.2519
111	120	1.1362	1206	0.6848	2358	0.4037	5018	0.3375	6433	0.2714	9704	0.2634	11634	0.2553
121	130	1.1621	1205	0.6998	2344	0.4100	5016	0.3427	6430	0.2754	9700	0.2671	11623	0.2588
131	140	1.2058	1200	0.7234	2338	0.4226	5001	0.3522	6399	0.2818	10715	0.3019	12801	0.3220
141	150	1.2610	1196	0.7538	2319	0.4370	4987	0.3632	6372	0.2892	9603	0.2777	11504	0.2662
151	160	1.3702	1188	0.8136	2293	0.4663	4954	0.3850	6309	0.3036	9470	0.2875	11329	0.2714
161	170	1.3835	1188	0.8217	2290	0.4704	4949	0.3879	6298	0.3053	9492	0.2898	11358	0.2743
171	180	1.4352	1186	0.8504	2275	0.4836	4942	0.3982	6284	0.3128	9423	0.2947	11261	0.2766
181	190	1.4916	1181	0.8803	2263	0.4980	4931	0.4092	6262	0.3203	9491	0.3039	11351	0.2875
191	200	1.5410	1179	0.9079	2258	0.5123	4916	0.4198	6236	0.3272	9572	0.3131	11458	0.2990
201	220	1.6123	1175	0.9465	2244	0.5307	4902	0.4336	6207	0.3364	9618	0.3235	11518	0.3105
221	240	1.7043	1171	0.9976	2228	0.5555	4882	0.4520	6168	0.3485	9621	0.3352	11527	0.3220
241	260	2.3000	1101	1.2650	2182	0.6900	4751	0.5463	5895	0.4025	9143	0.3680	10876	0.3335
261	280	2.3115	1105	1.2765	2199	0.7015	4771	0.5578	5939	0.4140	9167	0.3795	10910	0.3450
281	300	2.3230	1109	1.2880	2215	0.7130	4791	0.5693	5980	0.4255	9190	0.3910	10942	0.3565
301	320	2.3345	1114	1.2995	2231	0.7245	4810	0.5808	6020	0.4370	9211	0.4025	10972	0.3680
321	340	2.3460	1118	1.3110	2246	0.7360	4829	0.5923	6059	0.4485	9231	0.4140	11001	0.3795
341	360	2.3575	1122	1.3225	2261	0.7475	4847	0.6038	6096	0.4600	9251	0.4255	11028	0.3910
361	380	2.4288	1150	1.3955	2176	0.7590	4864	0.6153	6131	0.4715	9269	0.4370	11053	0.4025
381	400	2.5381	1147	1.4553	2213	0.8050	4867	0.6530	6136	0.5008	9307	0.4661	11103	0.4313
401	420	2.6485	1146	1.5163	2245	0.8510	4869	0.6906	6142	0.5302	9339	0.4951	11150	0.4600
421	440	2.7589	1143	1.5761	2277	0.8970	4872	0.7283	6146	0.5595	9369	0.5242	11190	0.4888
441	460	2.8681	1142	1.6376	2304	0.9430	4874	0.7659	6151	0.5888	9395	0.5532	11227	0.5175
461	480	2.9779	1140	1.6968	2332	0.9890	4876	0.8036	6154	0.6181	9420	0.5822	11259	0.5463
481	500	3.0883	1139	1.7584	2355	1.0350	4877	0.8412	6158	0.6475	9441	0.6112	11289	0.5750
501	520	3.1976	1138	1.8187	2378	1.0810	4879	0.8789	6160	0.6768	9462	0.6403	11315	0.6038
521	540	3.3074	1141	1.8860	2391	1.1270	4880	0.9166	6164	0.7061	9479	0.6693	11341	0.6325
541	560	3.4178	1145	1.9550	2401	1.1730	4882	0.9543	6166	0.7354	9497	0.6984	11362	0.6613
561	580	3.5282	1148	2.0240	2410	1.2190	4883	0.9919	6169	0.7648	9512	0.7274	11384	0.6900
581	600	3.6150	1158	2.0930	2418	1.2650	4884	1.0296	6170	0.7941	9527	0.7565	11402	0.7188

Section 3

LOCAL (HOURLY-RATED) MOVES

Rates, Rules and Charges Shown in This Section
Apply to Shipments Moving 55 Miles or Less

ITEM 28 - GENERAL APPLICATION OF RATES FOR LOCAL (HOURLY-RATED) MOVES

Rates in this section apply to moves of 55 miles or less and include use of vehicle, equipment, and labor for receiving and/or delivering household goods.

ITEM 29 - HOURLY RATES

Hourly rates apply during regular hours only. The carrier will charge a minimum of two hours plus half hour of travel time. Time must be recorded to the nearest increment of 15 minutes. The carrier must require its employees to record breaks and interruptions. The customer must not be charged for breaks or interruptions caused by the carrier's personnel.

When transporting a single shipment, the carrier may bill the customer either

- The time beginning when the moving vehicle leaves the carrier's terminal or other location of the vehicle (whichever is closest) to the origin of the shipment, until the time the vehicle returns to the carrier's terminal or is dispatched to another job.
- Flat travel time for the time from the carrier's terminal or other location of the vehicle (whichever is closest) to the origin of the shipment and the time from the shipment's destination to the carrier's terminal.

When a single vehicle combines two or more shipments, the time charged to each customer must be the actual time spent conducting packing, loading, unloading and unpacking plus an equitable division of the total travel time.

Rates: (Friday - Sunday & Holidays)	Hourly Rate
1 Truck and 1 driver	\$90.00
1 Truck and 2 men	\$125.00
Each Additional Man	\$34.00

Rates: (Monday-Thursday)	Hourly Rate
1 Truck and 1 driver	\$85.00
1 Truck and 2 men	\$115.00
Each Additional Man	\$34.00

Exhibit #1**DOT RULE #22 COMMENTARY****PARTICLE BOARD & ENGINEERED WOOD (COMMONLY KNOWN AS PRESS BOARD)****JORDAN RIVER MOVING CUSTOMER RELEASE FORM FOR ASSEMBLY, DISMANTLING, AND TRANSPORTING OF "PRESSBOARD" FURNITURE.**

Furniture manufacturers of "pressboard" design their pieces to be shipped by them new and "unassembled" in their own shipping cartons. This furniture IS NOT BUILT TO WITHSTAND the normal stress of a move as an ASSEMBLED UNIT. Chips and dents are not usually repairable and are quite common. Surface impressions can be made on this type of furniture when simply writing on a single piece of paper. Assembly of this furniture most often requires that hardware pieces be glued and/or locked into place. This DOES NOT significantly improve the structural integrity of the pieces but does make DISASSEMBLY SOMETIMES IMPOSSIBLE without creating substantial and sometimes un-repairable damage, as well as extreme difficulty in REASSEMBLY.

Because of the above problems, the shipper (you) MUST select one of the following options (#1, #2, #3 below), or the carrier **JORDAN RIVER MOVING** will not transport your pressboard furniture.

- OPTION #1 – I, the customer, CHOOSE TO DISASSEMBLE MYSELF, prior to the move my pressboard furniture. I ASSUME ALL THE RESPONSIBILITY FOR DAMAGE TO IT, WHICH MAY OCCUR DURING MY DISASSEMBLY, AND OF WHICH **JORDAN RIVER MOVING** CANNOT BE AWARE AT THE TIME of this move nor BE RESPONSIBLE FOR.
- OPTION #2 – I, the customer, have ENGAGED **JORDAN RIVER MOVING** TO DISASSEMBLE MY PRESSBOARD FURNITURE PRIOR/DURING MY MOVE. I ASSUME ALL RESPONSIBILITY FOR DAMAGE which may occur to said furniture during disassembly of my unit, AS THIS TYPE OF FURNITURE IS "NOT MEANT TO BE DISASSEMBLED" by the manufacture. I ALSO UNDERSTAND THAT REASSEMBLY OF THESE PIECES MAY NOT BE SUCCESSFUL, AND MAY ALSO RESULT IN DAMAGE.
- OPTION #3 – I, the customer, am tendering furniture constructed of pressboard and have decided it to be transported by **JORDAN RIVER MOVING** 'ASSEMBLED' as part of my move. I understand that any claim for damage to the pressboard MAY BE DENIED DUE TO THE INSTABILITY OF THIS TYPE OF FURNITURE during transport, as mentioned above.

Please, understand that Pressboard furniture is considered to be unstable (no matter the amount you purchased it for) once it is assembled the first time, and then moved 'intact' or 'disassembled for future reassembly.' **Jordan River Moving** cannot assume any liability for this. We cannot transport it intact, disassemble it, nor reassemble it, unless you, the customer, understand it might not be successful.

CUSTOMER'S NAME (Please print & sign after reading. This acknowledges your understanding):

X _____

Date: _____

YOU MUST CHOOSE ONE OF THE ABOVE OPTIONS: #1: _____ #2: _____ #3: _____

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